



OPERATIONAL MEMO

TITLE:	OPERATIONAL INSTRUCTIONS FOR RESIDENTIAL HABILITATION AND INDIVIDUAL RESIDENTIAL SERVICES AND SUPPORTS SERVICE PROVIDERS
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	NOVEMBER 17, 2020
DIVISION AND OFFICE:	BENEFITS AND SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	HOME AND COMMUNITY BASED SERVICES WAIVERS, RESIDENTIAL HABILITATION, INDIVIDUAL RESIDENTIAL SERVICES AND SUPPORTS
KEY WORDS:	HCBS WAIVERS, IRSS, DOH, INSPECTIONS,
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APPROVED BY: COLIN LAUGHLIN	

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Purpose and Audience:

The purpose of this Operational Memo is to inform Program Approved Service Agencies (PASAs) of operational instructions to meet regulatory requirements for the Residential Habilitation and Individual Residential Services and Supports (IRSS) process through the Department of Local Affairs (DOLA), Division of Housing (DOH).

Information:

Regulations 10 [CCR 2505-10 8.609.7](#) governing the Residential Habilitation Services and Supports (RHSS) and Individual Residential Services and Supports (IRSS) benefits within the Home and Community Based Services Developmental Disabilities (HCBS-DD) Waiver require that all Host Homes and Provider Owned or Leased Settings, must undergo an inspection through the Division of Housing and will be tracked by the DOH.

Due to the COVID-19 pandemic, routine inspections have been on hold this year and there is no timetable for the initiation of these inspections. In order to investigate

complaints and concerns, non-routine inspections will resume on a limited basis beginning November 1, 2020. Due to transmissibility of the virus, all necessary precautions will be taken when conducting the inspections. Per the Centers for Disease Control and Prevention (CDC) guidelines, the inspectors will wear the appropriate personal protective equipment; members, and other residents of the home, who do not feel comfortable leaving the residence must give consent to the inspection.

In the case of a failed or problematic inspection, DOH and the Department of Health Care Policy & Financing (Department) will grant 30 days for a provider agency to come into compliance. If the failure is a serious Health and Safety concern it could require remediation within 24 hours.

Information to be Collected by the Department

Due to the COVID-19 pandemic and the suspension of routine inspections, there will be a strong focus on data collection. PASAs who have not already done so will need to initiate data collection by contacting DOH at IRSS.residential.inspections@state.co.us to request a Health Insurance Portability and Accountability Act (HIPAA) secured spreadsheet where they will list each Host Home and Provider Owned or Leased Setting. DOH will oversee the process of tracking each Host Home and Provider Owned or Leased Setting. This will help the Department understand where each member is residing and which PASA and Provider are associated with that member. Even if your IRSS providers do not currently have any members, you still need to make note of this information in your update. With this information, the Department will be able to better understand which IRSS provider is associated with which PASA. To maintain current information, the Department requests you provide the following information to the DOH:

1. Each PASA is to send a quarterly report sharing any new Host Home Providers or Provider Owned or Leased Settings added or removed since the last report. The PASA may use the initial Google spreadsheet as the basis for your quarterly reports.
2. Quarterly report due dates for 2021:
 - January 15, 2021
 - April 15, 2021
 - July 15, 2021
 - October 15, 2021

3. The Department requires notification by the PASA as soon as possible (at minimum within 4 business days) when a Provider has been terminated for health, safety or welfare concerns. Please send all reports, updates and urgent notifications to: IRSS.residential.inspections@state.co.us.

Attachment(s):

Process Attachment – Updating IRSS Provider Spreadsheet

State Agency Contacts:

Department Contact: Jeremy.Branting@state.co.us

DOH Contact: IRSS.residential.inspections@state.co.us.